

We Claim:

1. A method of decreasing null deliveries of parcels by a driver from a delivery service to a parcel recipient, comprising the steps of:

- tracking, by computer, a delivery vehicle operated by said driver by electronic surveillance means;
- at a select time prior to arrival of said delivery vehicle at a delivery location, confirming presence of said parcel recipient at said delivery location, said select time calculated by said computer comprising a memory, processor, input and output means;
- if said recipient is present at said delivery location, informing said driver to initiate delivery; and
- if said recipient is not present at said delivery location, consulting a service agreement for alternate delivery instructions, and relaying said instructions to said driver for driver execution.

2. The method according to claim 1, wherein said electronic surveillance means is GPS.

3. The method according to claim 2, wherein said computer is programmed to receive GPS information, manifest information, and traffic information and determine the distance of the delivery vehicle from said delivery location and an approximate time of arrival of said delivery vehicle at said delivery location.

4. The method according to claim 1, wherein said select time is 10 to 15 minutes.

5. The method according to claim 1, wherein said step of confirming presence is performed by automated means controlled by said computer.

6. The method according to claim 1, wherein said step of confirming presence is performed by a human operator.

7. The method according to claim 1, further comprising the steps of:

- providing a manifest to said driver said manifest being in electronic form; and
- remotely updating said manifest to indicate presence or non-presence of said recipient at said delivery location.

8. The method according to claim 7, further comprising the step of providing the driver with portable data receiving means and wherein said delivery service further comprises means for communicating with said portable data receiving means.

5 9. The method according to claim 8, wherein said manifest is stored in said portable data receiving means and remotely updated with said alternate delivery instructions.

10 10. The method according to claim 9, wherein said manifest further comprises a map indicating an optimized route of delivery for said parcels.

11. The method according to claim 10, wherein said manifest is updated to include an optimized route of delivery including said alternate parcel delivery address when said recipient is confirmed not present at said delivery location.

12. The method according to claim 1, wherein said alternate delivery instructions comprise an alternate delivery address.

13. The method according to claim 12, wherein said alternate delivery address comprises one of a franchise, neighbor, and next day delivery to said delivery address.

14. The method according to claim 1, wherein said step of confirming is performed by e-mail.

25 15. The method according to claim 1, wherein said step of confirming is performed by SMS.

16. A system for decreasing null deliveries by a driver of a delivery service of parcels delivered to a recipient at a delivery location, comprising:
- a computer including a memory, processor, input means for receiving a plurality of signals indicative of delivery vehicle location with respect to a delivery location, communication means controlled by said processor for communicating with a parcel recipient at said delivery address and receiving confirmation of presence of said recipient at said delivery address, and clock means controlled by said processor for

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initiating said communicating at a select time prior to arrival of said delivery vehicle at said delivery location; and

- mobile data receiving means for communicating with said computer, said mobile data receiving means including output means for outputting data received from said computer.

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17. The system according to claim 16, wherein said plurality of signals include at least one of: a GPS signal, a traffic report signal, and a map signal.

10 18. The system according to claim 16, wherein said communication means selectively
communicates with said recipient via one of: automatic calling unit, fax, e-mail, and
SMS.

19. The system according to claim 16, wherein said mobile data receiving means is one of: portable computer, personal digital assistant, and mobile telephone.

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